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CONFIRMATION NO. 1163

SERIAL NUMBER 10/602,287	FILING OR 371(c) DATE 06/24/2003 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. BOC9-2003-0013 (383)
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APPLICANTS

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** CONTINUING DATA *****

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING LICENSE GRANTED **
09/09/2003

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	Verified and Acknowledged Examiner's Signature: <i>[Signature]</i> Initials: <i>TKA</i>	STATE OR COUNTRY TX	SHEETS DRAWING 5	TOTAL CLAIMS 30	INDEPENDENT CLAIMS 7
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ADDRESS

40987

TITLE

Method for managing resources in a multi-channeled customer service environment

FILING FEE RECEIVED 1266	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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